



Technology for Educational ACHievement (TEACH)

Policy Document

The purpose of this document is to provide TEACH customers a consolidated list of policies. All policies in this document are specific to the administration of the TEACH program which is authorized under [Chapter 16, Subchapter IX](#) of the Wisconsin Statutes.

Rates - to summarize the table on the [TEACH Web site](#)

- Bandwidth up to 5 Mbps is \$100/month
- Bandwidth between 5 and 100 Mbps is \$250/month
- Managed video sites are \$250/month regardless of total bandwidth
- If a site has self-identified as a critical site, the additional \$25/month charge will be passed along to the site.

Invoice – TEACH will invoice each customer biannually: in December for the months of July through December, and in May for the months of January through June.

- If the effective change date is on or before the 15th, the site will be invoiced a full month.
- If the effective change date is after the 15th, the site will not be invoiced for the month.
- These charges will begin regardless if the site is using the service or not.

Service Change Request

- All services are provided based on need and available TEACH funding.
- Each site must provide the following for all service affecting changes:
 - Completed TEACH Service Change Request Form (electronic via the [TEACH portal](#) or the [paper form](#)).
 - Include a brief justification for the change.
 - If requesting additional Internet Transport bandwidth, provide usage statistics to support need (if possible)

If you are a K-12 Public School, K-12 Private School or CESA

- Subsidize up to 100 Mbps of total bandwidth to one site in each school district.
- Other sites in the district or CESA that currently receive TEACH subsidized services are grandfathered. Cost neutral or cost reduction service changes will continue to be subsidized by TEACH. Any change that results in a cost increase, the difference will be charged by AT&T direct to the school/CESA.

If you are a Library headquarters site

- Subsidize up to 100 Mbps of total bandwidth.

If you are a Library branch/outlet site

- Contact TEACH

If you are a technical college, private college, museum, juvenile correction facility or state school

- Subsidize up to 100 Mbps of total bandwidth to one site in your organization.
- Other sites that currently receive TEACH subsidized services are grandfathered. Cost neutral or cost reduction service changes will continue to be subsidized by TEACH. Any change that results in a cost increase, the difference will be charged by AT&T direct to your organization.

Site costs – the site is fiscally responsible for all:

- Customer Premise Equipment (CPE) such as a router and/or switch
- If a Telco site visit was completed, all on-site changes identified at the visit such as: a power outlet for Telco equipment or conduit for Telco cables.
- Any charges from a site requesting a Telco to move wiring inside your building.
- Any charges from a site requesting a Telco to extend the Telco demarcation point beyond 250' within your building.

One-time construction costs

- If a request requires fiber construction to a site, a quote for one-time installation costs will be provided by AT&T. All costs above \$35,000 per site are chargeable. These costs will be evaluated on a case by case basis and may be subsidized by TEACH based on need and available funding.

Internet Transport

- Any TEACH subsidized Internet bandwidth must be used as the primary connection. For example TEACH cannot fund failover or secondary access to an alternate or backup Internet Service Provider.

Additional Bandwidth – every site has the option to obtain additional bandwidth not subsidized by TEACH. AT&T will invoice the site the difference between the total and the TEACH subsidized amounts. This additional bandwidth is seamlessly added to your site.

- Contact AT&T directly for a quote (Rob Roy - 608-252-2110 / rr3914@att.com or Sara Schroeder – 608-252-4665 / ss1927@att.com).
- TEACH is the customer of record for your site and is required to submit the order to AT&T on your behalf.
 - Complete a TEACH Service Change Request Form (electronic via the [TEACH portal](#) or the [paper form](#)).
 - Include a billing contact name, address, email and phone number that will receive the AT&T invoice.
 - TEACH will email notifications as the order is processed.